



TECNIA INSTITUTE OF ADVANCED STUDIES

NAAC GRADE "A" INSTITUTE (CYCLE-2)

Approved by AICTE, Ministry of Education Govt. of India,

Affiliated to G.G.S.I.P University & Recognized Under Sec. 2(f) of UGC Act 1956.

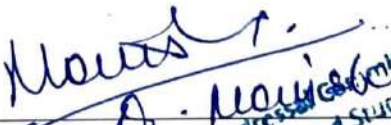
INSTITUTIONAL AREA, MADHUBAN CHOWK, ROHINI, DELHI-110085

COMPLAINT FORM FOR GRIEVANCES

(EXCEPT RAGGING , SEXUAL HARRASSMENT, INDISCIPLINE & MISCONDUCT RELATED ISSUES)

COMPLAINANT DETAILS – RECORD & RECEIVE	
COMPLAINANT NAME	Aarushi Handa
DETAILS OF COMPLAINANT	BBA (MA) 2 nd Year
PHONE NUMBER OF COMPLAINANT	9810836442
ADDRESS OF COMPLAINANT	Rohini
DESCRIPTION OF THE COMPLAIN WITH DATE & TIME	Kindly provide higher configuration computers in Lab as due to practical session
SIGNATURE OF COMPLAINANT	
COMPLAINT RECEIVED BY INCHARGE (SIGNATURE WITH DATE)	 Dr. Mouishy Student Grievance Redressal Committee TECNIA Institute of Advanced Studies Madhuban Chowk, Rohini, Delhi -85

TO BE FILLED BY GRIEVANCE REDRESSAL COMMITTEE INCHARGE ONLY		
GRIEVANCE TYPE	<ol style="list-style-type: none"> 1. EXAMINATION & RESULTS RELATED 2. INFRASTRUCTURE RELATED 3. CANTEEN RELATED 4. ACADEMIC ACTIVITIES RELATED 5. SPORTS, CULTURAL AND OTHER ACTIVITIES RELATED 6. OTHERS _____ 	
FORWARDED TO CONCERNED STAKEHOLDER WITH NAME & DESIGNATION	Dr. Mouishy	
VERIFICATION & ANALYSIS BY STAKEHOLDER INCHARGE		
VERIFICATION OF GRIEVANCE DONE	YES <input checked="" type="checkbox"/>	NO
INTERACTION WITH ALL STAKEHOLDERS IN THE COMPLAINT DONE	YES <input checked="" type="checkbox"/>	NO

OBSERVATION REPORT WITH DATE	Students are requiring higher configuration computers.	
FEEDBACK TO COMPLAINANT GIVEN	YES <input checked="" type="checkbox"/>	NO
ESCALATION REQUEST		
REQUEST RECEIVED	YES <input checked="" type="checkbox"/>	NO
REQUEST RECEIVED FROM	STAKEHOLDER INCHARGE	COMPLAINANT
ESCALATED TO		
OBSERVATION REPORT FROM ESCALATED LEVEL		
ACTION TAKEN		
SUMMARY OF ACTION TAKEN WITH DATE / TIME (IN CONSENSUS WITH GRC)	ITC Head & Admin officer were appraised in the meeting that requirement of computer systems must be addressed ASAP. order has been placed.	
SIGNATURE OF INCHARGE	 A. Nayak Student Grievance Redressal Committee Technia Institute of Advanced Studies Madhuban Chowk, Rohini, Delhi - 85	

**Students' Grievance Redressal Feedback Form****Dear Student,**

We, the TIAS- Students' Grievance Redressal Committee shall very much appreciate and be grateful to you if you initiate the effort to fill up this feedback form. It will help us understand the TIAS-students' grievances and improve the TIAS- Students' Grievance Redressal Mechanism.

Against each statement a five-point scale is given. The five points are:

5- *Strongly Agree* (SA), 4- *Agree* (A), 3- *Neutral* (N), 2- *Disagree* (D) and 1- *Strongly Disagree* (SD).

Please choose any one of these options for each statement that best describes your response.

Please provide your feedback on our students work performance		SA 5	A 4	N 3	D 2	SD 1
1.	The grievance was redressed properly.	✓				
2.	The grievance filing process is convenient.	✓				
3.	Communication and reachability to the committee is easy.	✓				
4.	The attitude and behaviour of the SGRC is warm.	✓				
5.	My grievance was redressed in time.	✓				
6.	Grievance Redressal Mechanism is effective.	✓				
7.	GRC uses ICT Tools effectively.	✓				
8.	GRC is proactive towards its responsibility.	✓				
9.	SGRC is open for suggestions and innovations..	✓				
10.	SGRC's conduct is just, ethical with strong moral values.	✓				

Name of the Student :	Aarushi Handa
Program/ Class/ Section/ Shift :	BBA (MA) 2 nd year
Address :	Rohini, Delhi
Contact Number :	9810836442
Signature of the Student with date:	
Name, Designation and Signature of the SGRC Member :	Dr. Navisly, Head SGRC

Dr. Navisly
Head, Grievance Redressal Committee
Tecnia Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi - 85